

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



## DEPARTMENTAL PROMOTIONAL EXAMINATION

For

### Manager V, DMV

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager V, DMV level and those eligible for lateral transfers are encouraged to apply.

**DIVISION** : Registration Operations

**POSITION** : Program Administrator

**LOCATION** : Sacramento

**SALARY** : \$5878 - \$6482

**FINAL FILING DATE** : December 8, 2011

#### **DUTIES/RESPONSIBILITIES**

Under the general direction of the Program Manager, the Manager V plans, organizes, and directs the activities of the Business Partner Automation (BPA) Program. On an annual basis, the BPA Program participants process in excess of two million transactions and collect over five hundred million dollars in Department of Motor Vehicles (DMV) fees.

## **MAJOR DUTIES OF THE POSITION INCLUDE**

- Responsible for managing both program operations and line program analysis functions.
- Maintains oversight of the entire BPA Program, which includes the Manager IV in the BPA Program Unit, the Manager II responsible for the BPA Audits Unit, and the subordinate staff in both units.
- Coordinates, manages, and motivates staff whose program activities and responsibilities have statewide, visible impact both inside and outside the department utilizing well-developed leadership and interpersonal skills.
- Administers a major segment of the program by formulating policies and procedures; determines alternatives and courses of action; and manages daily activities.
- Assesses workloads to allocate and/or redirect staff as needed.
- Responsible for understanding the purpose of the organization including the statutory mandates relating to vehicle registration, and more specifically, the BPA Program.
- Effectively works within the organization's structure and policies and ensures proposed legislation is monitored to determine the impact to the BPA Program. Oversees the preparation of legislative bill analysis, regulatory amendments, and cost benefit analysis.
- Responsible for a high degree of policy influencing activities, emphasizing resourcefulness and originality in addressing a moderately wide range of client concerns.
- Responsible for program operations and carrying out policy. May make decisions that impact the department.
- Possesses strong analytical skills and ability to make independent decisions.
- Oversees the development of Feasibility Study Reports, Budget Change Proposals, and other decision documents relating to the BPA Program.
- Responsible for budgeting and planning.
- Ensures that the department complies with laws, rules, and regulations.
- May have direct and sensitive contact with representatives from private industry clients and other outside entities.
- Develops effective communication for all levels of personnel and exercises decision-making authority.
- Ability to communicate with all levels of personnel within and outside the department.
- Communicates ideas, thoughts, and facts clearly and concisely in writing, which includes preparing written correspondence on behalf of the Program Manager, Branch Chief, Deputy Director, and/or Director's signature.
- Makes oral presentations to employees and stakeholder audiences both internal and external, Deputy Director, and Directorate.
- As the department's representative, may respond to the more sensitive and complex contacts from Agency, control agencies, the legislature, various interest groups, and the public.
- Ensures that important information is shared with employees, private industry partners, and internal executive management teams. Keeps managers informed about progress and problems along with giving and receiving constructive feedback.
- Represents the Program Manager in meetings and/or conferences or when absent from the office.
- Other duties as required and/or assigned.

### **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA**

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria. You must provide specific examples for each of the following in your Statement of Qualifications:

- Describe your knowledge of the BPA Program.
- Describe your ability to effectively coordinate, manage, and motivate staff working on multiple complex projects.
- Describe your ability to communicate with all levels of personnel within and outside the department.
- Describe your ability to represent and make presentations for the Branch Chief, Deputy Director, or the department at various meetings, conferences, and seminars.
- Describe your strong analytical skills and ability to make independent decisions.
- Describe your well developed leadership and interpersonal skills.

### **WHO SHOULD APPLY?**

This is a departmental promotional examination for the DMV.

1. Applicants must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

## **MINIMUM QUALIFICATIONS**

### **Either I**

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager IV, Department of Motor Vehicles.

### **Or II**

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

### **Or III**

Four years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager IV, Department of Motor Vehicles, or Driver Improvement Manager II; or at least two years in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles.)

(Experience in both the registration of motor vehicles and the licensing of drivers is desirable in any of the above patterns.)

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; the Department's Equal Employment Opportunity Program objectives; a manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives; public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures as they relate to the Department of Motor Vehicles.

**Ability to:** Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; effectively contribute to the Department's Equal Employment Opportunity objectives; and plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

**Additional Desirable Qualification:** Possession of a valid driver license.

## **EXAMINATION INFORMATION**

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

## **FILING INSTRUCTIONS**

**Interested applicants must submit items 1 AND 2 below by the final filing date** (Applicants who fail to submit both items will be disqualified from the examination):

**1. A completed Standard State Application (STD. 678)**, which should include all job titles, employment dates and experience.

**2. A Statement of Qualifications**

The Statement of Qualifications:

- Is a narrative discussion of how your education, training, experience, knowledge and skills meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position.
- Is your written presentation to the examination panel.
- Must give specific examples in your Statement of Qualifications.
- Serves as documentation of your ability to present information clearly and concisely in writing.
- Must be typed.
- Must be no more than two pages in length, with font no smaller than 10 point.

**Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.**

**Resumes do not take the place of the Statement of Qualifications.**

Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for SEA examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application.**

The Standard State Application and Statement of Qualifications must be **submitted** by the final filing date:

**By mail to:**  
**Department of Motor Vehicles**  
**Selection and Certification Unit, Attn: Alice Schneider**  
**Manager V, Sacramento - Position # 093-8730-001**  
**P.O. Box 932315, MS G-208**  
**Sacramento, CA 94232-3150**

**OR**

**In person to:**  
**Department of Motor Vehicles**  
**Human Resources Branch**  
**2570 – 24<sup>th</sup> Street**  
**1<sup>st</sup> Floor Lobby – Examination Drop Box**  
**Sacramento, CA 95818**

## **FILING INSTRUCTIONS CONTINUED**

**Standard State Applications (STD. 678) and Statement of Qualifications must be received by the final filing date.** You may fax a copy of your Standard State Application (STD. 678) and Statement of Qualifications to ensure receipt by the final filing date to the Selection and Certification Unit, Alice Schneider at (916) 657-5848. Faxed copies must be followed up by the originals **postmarked no later than the final filing date** to the address on the previous page.

Standard State Applications (STD. 678) and Statement of Qualifications delivered in person must be placed in the **Examination Drop Box by 5:00 p.m. on the final filing date**. Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted.

## **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application. You will be contacted to make specific arrangements.

**SELF CERTIFICATION STATEMENT:** The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a Standard State Application and a Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Evelyn Carr at (916) 657-6257. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst, at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

## **ELIGIBLE LIST INFORMATION**

To be successful in the examination, you must obtain a final score of 70%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

## **CRIMINAL RECORD CLEARANCE INFORMATION**

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.